



*Department of Technology Services*

# ***Remedy Web console***

*Updated September 2006*

# Remedy Web Console

These instructions should assist you when logging onto the Remedy Web Console. If you have any problems, please contact the DTS Service Desk at (916) 464-4311 (CALNET 433-4311) or send an email to: [DTSHELP@DTS.CA.GOV](mailto:DTSHELP@DTS.CA.GOV)

Customers must subscribe to the Remedy Web service in order to create and to view Service Desk Requests, and to view Change Requests. To request Remedy Web access, please contact the DTS Service Desk. Please allow approximately three business days for the processing of your access request.

## Login Procedure

You can access the Remedy Web Console at: [HTTP://SDP.DTS.CA.GOV](http://SDP.DTS.CA.GOV)

To log into this system, enter your **User Name\*** and **Password** (Case sensitive) and click on **Login**.

\* The first letter of each name must be capitalized, e.g., Joe User.

Remedy  
a BMC Software company

Remedy Mid Tier 6.0

Welcome

User Name\*

Password

Authentication

Login Clear

Leave blank

## SERVICE DESK AND CHANGE REQUESTS

- After logging in, the following window will appear. You will have the option to either view a Service Desk Request or a Change Request by clicking on one of the tabs located at the top of the form.
- Service Desk Requests** – you will be able to submit and view requests for your agency. This is Read-Only access and will not be able to update or modify a request. If you need to update a request, please contact the DTS Service Desk.
- Change Requests** – this will display all Change Requests for the Data Center and will have Read-Only access. You will not be able to submit or modify a Change Request.

**DTS Department of Technology Services – Service Desk**  
Building and supporting California's technology infrastructure.

For assistance, please contact the DTS 24/7 Service Desk at (916) 464-4311 [CALNET 433-4311] or for matters not requiring immediate attention you may send an e-mail to: DTSHELP@dts.ca.gov.

[Service Desk Request Procedures](#) [Submit a Request](#) [Logout](#)

**Service Desk Requests** Change Requests

25 entries returned \* 25 entries matched

Case ID+	Requester Name+	Category	Status	Create Time	Resolved Time	Summary
HD0000000246172	Stacy Fong	Hardware Network	Work In Progress	9/13/06 8:33:58 AM		Testing new
HD0000000245961	Stacy Fong	DEC1	Resolved	8/30/06 1:58:58 PM	9/11/06 9:41:03 AM	test test
HD0000000243777	Stacy Fong	Service Desk Calls	Assigned	6/28/06 8:41:19 AM		test test
HD0000000243396	Stacy Fong	DEC1	Assigned	6/16/06 10:01:02 AM		test3
HD0000000243395	Stacy Fong	DEC1	Assigned	6/16/06 9:59:51 AM		test
HD0000000243391	Stacy Fong	DEC1	Assigned	6/15/06 9:49:57 AM		test
HD0000000243390	Stacy Fong	DEC1	Assigned	6/15/06 9:45:18 AM		test
HD0000000243387	Stacy Fong	DEC1	Assigned	6/15/06 8:11:32 AM		test
HD0000000243386	Stacy Fong	Citrix Services	Assigned	6/15/06 7:16:16 AM		test
HD0000000243385	Stacy Fong	Hardware Network	Assigned	6/15/06 7:08:42 AM		test6
HD0000000243384	Stacy Fong	DEC1	Assigned	6/15/06 7:08:03 AM		test5

Defined Searches My Open Service Desk Requests

New Search Request Details

Case ID+  Status  (Clear) Case Type  (Clear) Requester Name

Category  Pending  (Clear) Source  (Clear) Requester Login

Type  Priority  (Clear) Closure Code  (Clear) Phone  Org

Item  Summary  Site

Description  Department

Work Log

Solution

Summary

Caller Login

Caller Name

Caller Phone

Create Date  Resolved

## SERVICE DESK REQUESTS

- On the left side of the form, you will have three selections to choose from.
  - Service Desk Request Procedures
  - Submit a Request
  - Logout

[Service Desk  
Request Procedures](#)

[Submit a Request](#)

[Logout](#)

For assistance, please contact the DTS 24/7 Service Desk at (916) 464-4311 (CALNET 433-4311)  
or for matters not requiring immediate attention you may send an e-mail to: DTSHELP@dts.ca.gov.

Service Desk Requests

Change Requests

Defined Searches My Open Service Desk Requests

25 entries returned \* 25 entries matched

Case ID+	Requester Name+	Category	Status	Create Time	Resolved Time	Summary
HD0000000246172	Stacy Fong	Hardware Network	Work In Progress	9/13/06 8:33:58 AM		Testing new
HD0000000245961	Stacy Fong	DEC1	Resolved	8/30/06 1:58:58 PM	9/11/06 9:41:03 AM	test tesdt
HD0000000243777	Stacy Fong	Service Desk Calls	Assigned	6/28/06 8:41:19 AM		test test
HD0000000243396	Stacy Fong	DEC1	Assigned	6/16/06 10:01:02 AM		test3
HD0000000243395	Stacy Fong	DEC1	Assigned	6/16/06 9:59:51 AM		test
HD0000000243391	Stacy Fong	DEC1	Assigned	6/15/06 9:49:57 AM		test
HD0000000243390	Stacy Fong	DEC1	Assigned	6/15/06 9:45:18 AM		test
HD0000000243387	Stacy Fong	DEC1	Assigned	6/15/06 8:11:32 AM		test
HD0000000243386	Stacy Fong	Citrix Services	Assigned	6/15/06 7:16:16 AM		test
HD0000000243385	Stacy Fong	Hardware Network	Assigned	6/15/06 7:08:42 AM		test6
HD0000000243384	Stacy Fong	DEC1	Assigned	6/15/06 7:08:03 AM		test5

Search/Refresh

New Search

Request Details

... Requester / Caller information ...

Case ID+

Status

Case Type

Requester Name

Category

Pending

Source

Requester Login

Type

Priority

Closure Code

Phone  Org

Item

Summary

Site

Description

Department

Work Log

Solution

Summary

Caller Login

Caller Name

Create Date

Resolved

Caller Phone

## SUBMITTING A SERVICE DESK REQUEST

### OVERVIEW

- A Service Desk Request is used to request assistance or to report an incident regarding services provided by the Department of Technology Services. After entering the required information and clicking on the **Submit** button, a request is created in the Remedy System and an email message is sent to: [DTSHELP@DTS.CA.GOV](mailto:DTSHELP@DTS.CA.GOV) notifying the DTS Service Desk of a request submission.

For assistance, please contact the DTS 24/7 Service Desk at (916) 464-4311 (or for matters not requiring immediate attention you may send an e-mail to: DTS

[Service Desk  
Request Procedures](#)

[Submit a Request](#)

[Logout](#)

Service Desk Requests Change Requests

25 entries returned \* 25 entries matched


[Defined Searches](#)

Case ID+	Requester Name+	Category	Status	▼ Create Time	R
HD0000000246172	Stacy Fong	Hardware Network	Work In Progress	9/13/06 8:33:58 AM	
HD0000000245961	Stacy Fong	DEC1	Resolved	8/30/06 1:58:58 PM	9
HD0000000243777	Stacy Fong	Service Desk Calls	Assigned	6/28/06 8:41:19 AM	
HD0000000243396	Stacy Fong	DEC1	Assigned	6/16/06 10:01:02 AM	
HD0000000243395	Stacy Fong	DEC1	Assigned	6/16/06 9:59:51 AM	
HD0000000243391	Stacy Fong	DEC1	Assigned	6/15/06 9:49:57 AM	
HD0000000243390	Stacy Fong	DEC1	Assigned	6/15/06 9:45:18 AM	
HD0000000243387	Stacy Fong	DEC1	Assigned	6/15/06 8:11:32 AM	

### SUBMITTING A NEW REQUEST

- Select **Submit a Request**
- A form will be displayed. Several default values will be automatically entered for you. If these are incorrect you can type in the correct information.
- Each field contains a label that identifies whether it is a required or optional field. All required fields are **BOLD** and must be completed before a request can be submitted.
- Information can be entered in most fields by typing directly in the box provided; however, some fields provide a drop-down button for your convenience. A selection must be made from the drop-down menus in the Category, Type, and Item fields. You cannot type an entry into these three fields. Choose a selection that best describes your problem.
- Click the **Submit** button to submit the request. You will receive a Submit Successful statement, the entry identification number assigned to the new request and a message that the DTS Service Desk has been notified. You will also receive a notification via email.

## SUBMITTING A NEW REQUEST (CONTINUED)



**Department of Technology Services** -- Service Desk  
*Building and supporting California's technology infrastructure.*

**BOLD fields must be completed before a ticket can be submitted. Click on arrows (v) to make your selection from the Drop Down Menus.**

**Full Name**  
  
(No action is required. This field is automatically filled in.)

**Email Address**

**Phone Number**  
  
(No action is required. This field is automatically filled in.)

**Urgency**  
  
(A selection has been made for you. If this is not the correct selection, please click on the drop down arrow located to the right of the field and select the correct Severity.)

**Case Type**  
  
(A selection has been made for you. If this is not the correct selection, please click on the drop down arrow located to the right of the field and select the correct Severity.)

**Category**  
  
(You must select an item from the Category drop down before you can complete the Type and Item fields.)

**Type**  
  
(You must complete the Category field before selecting making a selection from this drop down field.)

**Item**  
  
(You must complete the Type field before selecting making a selection from this drop down field.)

**Network ID**  
  
(This field is optional. Please enter the Router ID, IP Address, MAC Address, Server Name, DNS Name, Terminal ID, Printer ID, Line ID, Cluster ID, Controller ID, or any other information that is pertinent.)

**Problem Description**  
  
(Please enter a brief description of the problem. This field is limited to 128 characters maximum. If you need more room, please use the Additional Information field below.)

**Additional Information**

**Submit**   [Logout](#)   [Cancel](#)

**BOLD fields are required**

## VIEWING YOUR SERVICE DESK REQUESTS

- Select the **Service Desk Requests** tab (the tab should be white when selected.)
- Click on the **Defined Searches** dropdown at the right of the form. You will have four selections to choose from.
  - My Open Service Desk Requests
  - My Closed Service Desk Requests
  - My Organizations Open Requests
  - My Organizations Closed Requests

**Service Desk Requests** Change Requests

25 entries returned \* 25 entries matched

**Defined Searches** My Open Service Desk Requests My Open Service Desk Requests My Closed Service Desk Requests My Organizations Open Requests My Organizations Closed Requests

Case ID+	Requester Name+	Category	Status	Create Time	Re
HD0000000246172	Stacy Fong	Hardware Network	Work In Progress	9/13/06 8:33:58 AM	
HD0000000245961	Stacy Fong	DEC1	Resolved	8/30/06 1:58:58 PM	9/1
HD0000000243777	Stacy Fong	Service Desk Calls	Assigned	6/28/06 8:41:19 AM	test test
HD0000000243396	Stacy Fong	DEC1	Assigned	6/16/06 10:01:02 AM	test3
HD0000000243395	Stacy Fong	DEC1	Assigned	6/16/06 9:59:51 AM	test
HD0000000243391	Stacy Fong	DEC1	Assigned	6/15/06 9:49:57 AM	test
HD0000000243390	Stacy Fong	DEC1	Assigned	6/15/06 9:45:18 AM	test
HD0000000243387	Stacy Fong	DEC1	Assigned	6/15/06 8:11:32 AM	test
HD0000000243386	Stacy Fong	Citrix Services	Assigned	6/15/06 7:16:16 AM	test
HD0000000243385	Stacy Fong	Hardware Network	Assigned	6/15/06 7:08:42 AM	test6
HD0000000243384	Stacy Fong	DEC1	Assigned	6/15/06 7:08:03 AM	test5

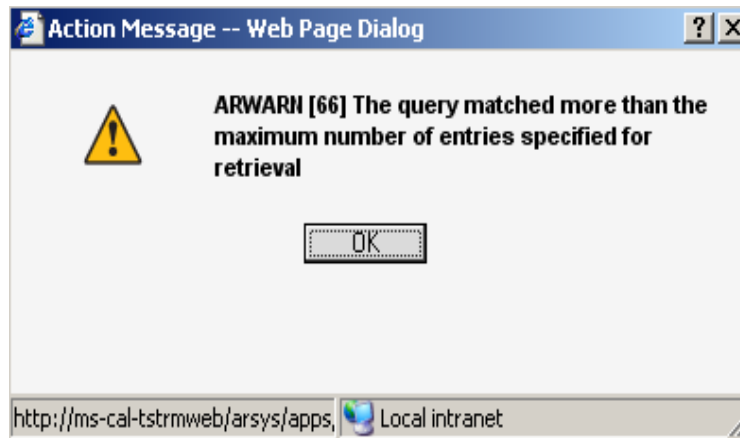
New Search Request Details

Case ID+ Status (Clear) Case Type (Clear) Requester Name  
Category Pending (Clear) Source (Clear) Requester Login  
Type Priority (Clear) Closure Code (Clear) Phone Org  
Item Summary Description Site  
Work Log Department  
Solution Summary  
Create Date Resolved

Requester / Caller information

Caller Login  
Caller Name  
Caller Phone

- After a selection is made from the dropdown, the Results Pane will display a list of requests to select from. We have set a threshold on the search to return only 500 entries. If the search exceeds this count, you will receive an error message. Click okay to proceed.



- The top left corner will show how many requests were found during the search.

Service Desk Requests		Change Requests	
383 entries returned * 383 entries matched			
HD0000000243374	Stacy Fong	Citrix Services	Assigned
HD0000000243373	Stacy Fong	Apps W/in OS (PC)	Assigned
HD0000000243370	Stacy Fong	DEC1	Assigned
HD0000000243331	Stacy Fong	Apps W/in OS (Server)	Work In Progress
HD0000000243330	Stacy Fong	Apps Other	Assigned
HD0000000243286	Stacy Fong	Hardware Network	Assigned
HD0000000243276	Stacy Fong	Hardware Network	Assigned

New Search		Request Details	
Case ID+		Status	(Clear)
Category		Pending	(Clear)
Type		Priority	(Clear)
Item		Summary	
Description			
Work Log			
Solution Summary			
Create Date		Resolved	

Defined Searches	
My Organizations	Open Requests

Requester / Caller information	
Requester Name	
Requester Login	
Phone	Org
Site	
Department	
Caller Login	
Caller Name	
Caller Phone	



- You can sort any column by clicking on one of the headers in the title bar. Clicking on the header again will reverse the order.


Service Desk Requests		Change Requests					
25 entries returned * 25 entries matched		Defined Searches My Open Service Desk Requests					
Case ID+	Requester Name+	Category	Status	Priority	Case Type	Create Time	Resolved Time
HD0000000243278	Stacy Fong	Hardware Network	Assigned	Low	Problem	5/24/06 8:18:51 AM	
HD0000000243285	Stacy Fong	Hardware Network	Resolved	Low	Problem	5/28/06 8:38:41 AM	5/28/06 8:42:21 AM
HD0000000243286	Stacy Fong	Hardware Network	Assigned	Low	Problem	5/28/06 9:15:47 AM	
HD0000000243330	Stacy Fong	Apps Other	Assigned	Low	Problem	6/6/06 11:45:42 AM	
HD0000000243331	Stacy Fong	Apps Win OS (Server)	Work In Progress	Low	Problem	6/6/06 12:42:00 PM	
HD0000000243370	Stacy Fong	DEC1	Assigned	Low	Problem	6/13/06 7:21:39 AM	

- To view a request, click on one of the requests in the results pane and it will populate the fields located on the lower portion of the form.

Service Desk Requests		Change Requests					
383 entries returned * 383 entries matched		Defined Searches My Organizations Open Requests					
HD000000060178	Arnold Maldonado	Mainframe Operations	Pending	12/8/05 8:52:08 PM		20:09 Sy4 - CAMVDCS6 abended with ABEND=S000 U0999 REASON=00000000.	
HD000000060784	Scott Gallowa	Network	Pending	12/21/05 2:50:28 PM		Client needs VPN ports opened in order to establish a VPN to JTA. Client is trying to get to hw34v1.cahwnet.gov.	
HD000000060868	Sheldon Brown	Selection Unavailable	Pending	12/23/05 2:09:51 PM		rexecd service is open. Please see general tab for additional information.	
HD000000062236	Pam Gorospe	Software	Pending	1/13/06 7:32:27 AM		Client wants a distribution list created and added to Outlook.	
HD000000063219	Marcus Hubbs	Network	Work In Progress	1/30/06 8:29:01 AM		SBL/ATI phoned and said this circuit is reporting down. 150BGE371126-014, SR# 04SR0247A, 04SR0247B	
HD000000063332	Martin Radan	Network	Pending	1/31/06 10:30:22 AM		Send syslogs to SIMA collector at Cannery Campus	

New Search	Request Details	Requester / Caller information										
Case ID+	HD000000062236	Status	Pending	Case Type	Problem	Requester Name	Pam Gorospe					
Category	Software	Pending	Other	Source	Phone	Requester Login	Pam Gorospe					
Type	Lotus Notes	Priority	Low	Closure Code	Successful	Phone	916-464-3973					
Item	Other	Summary	Client wants a distribution list created and added to O									
Description		Client wants a distribution list created and added to Outlook										
Work Log		5/2/06 8:18:12 AM Glenda VealE-mail to BBorcherding asking if he has heard back from Car										
Solution Summary												
Create Date	1/13/06 7:32:27 AM	Resolved		Caller Login Pam Gorospe								
				Caller Name Pam Gorospe								
				Caller Phone 916-464-3973								

- You can view entries in the worklog by clicking on the Diary field.  This will open a Diary Editor window for you to view. All entries in this view are time stamped and system protected, they can not be changed or modified.

Service Desk Requests

Change Requests

383 entries returned \* 383 entries matched

Defined Searches

My Organizations Open Requests

HD0000000060178	Arnold Maldonado	Mainframe Operations	Pending	12/8/05 8:52:08 PM	20:09 Sy4 - CAMVDCS6 abended with ABEND=S000 U0999 REASON=00000000.
HD0000000060784	Scott Gallowa	Network	Pending	12/21/05 2:50:28 PM	Client needs VPN ports opened in order to establish a VPN to JTA. Client is trying to get to hw34v1.cahwnet.gov.
HD0000000060868	Sheldon Brown	Selection Unavailable	Pending	12/23/05 2:08:51 PM	rexecd service is open. Please see general tab for additional information.
HD0000000062236	Pam Gorospe	Software	Pending	1/13/06 7:32:27 AM	Client wants a distribution list created and added to Outlook
HD0000000063219	Marcus Hubbs	Network	Work In Progress	1/30/06 8:29:01 AM	SBC/ATT phoned and said this circuit is reporting down. 150BGE371126-014, SR# 04SR0247A, 04SR0247B
HD0000000063332	Martin Radan	Network	Pending	1/31/06 10:30:22 AM	Send syslogs to SIMA collector at Cannery Campus

New Search

Request Details

Case ID+ HD0000000062236

Status Pending

Case Type Problem

Requester Name Pam Gorospe

Category Software

Pending Other

Source Phone

Requester Login Pam Gorospe

Type Lotus Notes

Priority Low

Closure Code Successful

Phone 916-464-3973

Org DTS

Item Other

Summary Client wants a distribution list created and added to O

Site DEPARTMENT OF TECHNOLOG

Description Client wants a distribution list created and added to Outlook

Department

Work Log 5/2/06 8:18:12 AM Glenda VealE-mail to BBorcherding asking if he has heard back from Car

Caller Login Pam Gorospe

Solution

Caller Name Pam Gorospe

Summary

Caller Phone 916-464-3973

Create Date 1/13/06 7:32:27 AM

Resolved

Work Log - Microsoft Internet Explorer

Diary Editor:

6/12/06 2:52:30 PM Stacy Fong

x

6/12/06 2:52:13 PM Stacy Fong

x

6/12/06 10:37:25 AM Stacy Fong

test

6/12/06 10:36:48 AM Stacy Fong


test

6/12/06 9:20:45 AM Stacy Fong

OK

Cancel

## FIELD DESCRIPTIONS

<u>Field Name</u>	<u>Description</u> (All fields that are <b>BOLD</b> are searchable.)
<b>Case ID+</b>	This field is searchable and system generated when the request created and saved.
<b>Category</b>	This field is searchable and populated from a menu dropdown to best categorize the problem.
<b>Type</b>	This field is searchable and populated from a menu dropdown to best describe the type of problem.
<b>Item</b>	This field is searchable and populated from a menu dropdown to itemize the type of problem.
<b>Status</b>	This field is searchable and Status codes are assigned to track the status of requests. As a request goes from one stage of processing to another, the codes are updated to indicate the current status of the request. Selections are: New, Assigned, Work in Progress, Pending, Resolved, and Closed.
Pending	This field is used to show the reason a request is in Pending status. Selections are: Approval, Caller Information, External Agency Action, Monitoring, Parts, Release, Requester Information, Review, Testing, Vendor Action, Change Requests, and Other.
<b>Priority</b>	This field is searchable and used to show how critical a problem is. Selections are: Low, Medium, High, and Urgent. See Explanation on the following page.
Case Type	This field is used to show the type of request opened. Selections are: Problem, Question, and Request.
Source	This field is used to show how the request was opened. Selections are: Phone, Requester, Email, Web NMP, and DSO.
Closure Code	This field displays the appropriate Closure Code: Successful, Successful with Problems, Unsuccessful, and Automatically Closed.
<b>Summary</b>	This field is searchable and displays a short description of the problem. The entry is only 128 characters maximum including spaces. Additional information is entered in the Description Field.
Description	The Summary field will automatically be copied into the Description field. From here, additional information can be entered about the problem.
Worklog	The worklog is where entries are made on the status of the request. Entries saved in the worklog are date and time stamped along with the name of the individual making the entry. Entries in the worklog are permanent and cannot be changed or deleted. You can view entries in the worklog by clicking on the Diary. 
Solution Summary	This field will have a description of how the problem was resolved.

### FIELD DESCRIPTIONS (CONTINUED)

<u>Field Name</u>	<u>Description</u>
<b>Create Date</b>	This field is searchable and displays the date and time the request was created.
Resolved	This field displays the date and time the request was resolved.
<b>Requester Name</b>	This field is searchable and will display the name of the person having the problem.
<b>Requester Login</b>	This field is searchable and will display either the requester's name or login id.
Org	This field displays the Organization Code of the agency calling in.
Site	This field displays the Organization Name of the agency calling in.
<b>Caller Name</b>	This field is searchable and will display the name of the person calling in the problem. This could be the individuals own Help Desk, Co-worker, or the individual himself.
<b>Caller Login</b>	This field is searchable and will display either the caller's name or login id.

### PRIORITY

- One purpose is to set the time required for support staff to respond to a request assigned to their group. A request is escalated and an email sent to the support unit manager for each request that does not meet the SLA agreement specified for each priority level.
- The other purpose is to identify problem criticality. The different priorities show up as different colors in the Remedy consoles. This allows support staff to quickly determine which requests to work on first.
  - **Urgent** – Loss of network, equipment or application connectivity affecting multiple sites, VIP requests, and requests that need immediate attention.
  - **High** – Loss of network, equipment or application connectivity affecting a single site, degradation of critical application, requests that need high attention.
  - **Med** – Operations degraded but still functional, non critical equipment outage, DNS requests, customer has work-around.
  - **Low** – Minimal impact to operations, customer scheduled outage, customer needs advice or information, pending parts or Customer reply.

## VIEWING CHANGE REQUESTS

- Select the Change Requests Tab (the tab should be white when selected.)
- You will see all Change Requests submitted by the Data Center. You will only be able to view the Change Request and nothing else.
- Click on the **Date Range** dropdown at the right of the form. You will have ten selections to choose from.
  - Planned Start within next 30 days
  - Planned Start more than 30 days from now
  - Planned Start within last 30 days
  - Actual End within last 30 day
  - Planned Start between 31 and 180 days ago
  - Actual End between 31 and 180 days ago
  - Planned Start between 181 and 365 days ago
  - Actual End between 181 and 365 days ago
  - Planned Start more than 365 days ago
  - Actual End more than 365 days ago

Service Desk Requests

Change Requests

46 entries returned - 46 entries matched

Date Range

Planned Start within next 30 days  
Planned Start within next 30 days  
Planned Start more than 30 days from now  
Planned Start within last 30 days  
Actual End within last 30 days  
Planned Start between 31 and 180 days ago  
Actual End between 31 and 180 days ago  
Planned Start between 181 and 365 days ago  
Actual End between 181 and 365 days ago  
Planned Start more than 365 days ago  
Actual End more than 365 days ago

Change ID+	Change Category	Summary	Requester	Planned Start Date	Planned End Date		
CR0006305	Scheduled Maintenance : Customer Request	Perform routine ADABAS maintenance.	Dana Duncan	9/22/06 5:00:00 PM	9/24/06 6:00:00 PM		
CR0006306	Scheduled Maintenance : Customer Request	Perform routine ADABAS maintenance.	John Graham	10/13/06 5:00:00 PM	10/15/06 6:00:00 PM		
CR0006359	Scheduled Maintenance : Testing	Bldg. Engineers will perform monthly test of Fire Alarm Systems horn & strobe devices.	Mike Glazebrook	10/14/06 6:00:00 AM	10/14/06 6:00:00 AM		
CR0006370	Scheduled Maintenance : Testing	Bldg. Engineering will perform routine monthly testing of emergency	Mike Glazebrook	9/24/06 6:00:00 AM	9/24/06 8:00:00 AM	Pending Approval	Pending

New Search

Summary

Details

Change ID+

Contact

Status

Location

System

Appr Status

Change Category

Tested On

Closure Code

Summary+

Req Comp Date

Requester+

On Site?

Planned Start Date

Group

Planned End Date

- You can sort any column by clicking on one of the headers in the title bar. Clicking on the header again will reverse the order.

Service Desk Requests

Change Requests

46 entries returned - 46 entries matched

Date RangePlanned Start within next 30 days

Change ID+	Change Category	Summary	Requester	Planned Start Date	Planned End Date	Approval Status	Status
CR0006305	Scheduled Maintenance : Customer Request	Perform routine ADABAS maintenance.	Dana Duncan	9/22/06 5:00:00 PM	9/24/06 9:00:00 PM	Pending Approval	Pending
CR0006306	Scheduled Maintenance : Customer Request	Perform routine ADABAS maintenance.	John Graham	10/13/06 5:00:00 PM	10/15/06 9:00:00 PM	Pending Approval	Pending
CR0006359	Scheduled Maintenance : Testing	Bldg. Engineers will perform monthly test of Fire Alarm Systems horn & strobe devices.	Mike Glazebrook	10/14/06 6:00:00 AM	10/14/06 8:00:00 AM	Approval Required	Assigned
CR0006370	Scheduled Maintenance : Testing	Bldg. Engineering will perform routine monthly testing of emergency	Mike Glazebrook	9/24/06 6:00:00 AM	9/24/06 8:00:00 AM	Pending Approval	Pending

- To view a request, click on one of the requests in the results pane and it will populate the fields located on the lower portion of the form.

Service Desk Requests		Change Requests						
46 entries returned - 46 entries matched		Date Range Planned Start within next 30 days						
CR0006359	Scheduled Maintenance : Testing	Bldg. Engineers will perform monthly test of Fire Alarm Systems horn & strobe devices.	Mike Glazebrook	10/14/06 6:00:00 AM	10/14/06 8:00:00 AM	Approval Required	Assigned	
CR0006370	Scheduled Maintenance : Testing	Bldg. Engineering will perform routine monthly testing of emergency Generators #2 and #3 and MSB-4	Mike Glazebrook	9/24/06 6:00:00 AM	9/24/06 8:00:00 AM	Pending Approval	Pending	
CR0006546	Scheduled Maintenance : Customer Request	Extended keying requested on SCOCICS1 until 18:30.	Processing Support	9/21/06 6:00:00 PM	9/21/06 6:30:00 PM	Approval Required	Assigned	
CR0006975	Scheduled Maintenance : Customer Request	HP Monthly Processing Request	Processing Support	10/5/06 3:00:00 PM	10/5/06 11:59:00 PM	Approval Required	Assigned	

New Search

Summary

Details

Change ID+

CR0006370

Contact

Mike Glazebrook

Status

Pending

Location

Gold Camp All

System

FAC

Appr Status

Pending Approval

Change Category

Scheduled Maintenance : Testing

Tested On

FAC

Closure Code

(Clear)

Summary+

Bldg. Engineering will perform routine monthly testing of emergency Generators #2 and

Req Comp Date

Requester+

Mike Glazebrook

On Site?

Yes

Planned Start Date

9/24/06 6:00:00 AM

Group

Facilities

Planned End Date

9/24/06 8:00:00 AM

- After selecting a request, there will be two tabs (**Summary** and **Details**) that you can click on to toggle between the views for additional information about the Change Request.

Summary	Details
<b>Change ID+</b>	CR0006370
<b>Location</b>	Gold Camp All
<b>Change Category</b>	Scheduled Maintenance : Testing
<b>Summary+</b>	Bldg. Engineering will perform routine monthly testing of emergency Generators #2 and
<b>Requester+</b>	Mike Glazebrook
<b>Group</b>	Facilities
<b>Contact</b>	Mike Glazebrook
<b>System</b>	FAC
<b>Tested On</b>	FAC
<b>Status</b>	Pending
<b>Appr Status</b>	Pending Approval
<b>Closure Code</b>	(Clear)
<b>Req Comp Date</b>	
<b>Planned Start Date</b>	9/24/06 6:00:00 AM
<b>Planned End Date</b>	9/24/06 8:00:00 AM

Summary	Details
<b>Create Date</b>	12/21/05 9:26:14 AM
<b>SR #</b>	
<b>Op Recovery Affected?</b>	No
<b>Risk/Impact Comments</b>	No risk, as generator system has triple redundancy.
<b>Backout Plan/Duration</b>	Generators will be tested individually for 55 mins. ea. There are always 2 gener
<b>Acceptance Criteria</b>	Generator system will be fully tested to ensure demand startup for emergency pu
<b>Submitted By</b>	Connie Donohue
<b>Risk</b>	Low
<b>Impact</b>	Minimal
<b>Duration (hrs)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>End Date</b>	

## SEARCH OPTIONS – SERVICE DESK REQUESTS AND CHANGE REQUESTS

- This section applies to both Service Desk Requests and Change Requests.
- Click on the New Search button. All fields that are dark green and bold are searchable.
  - Selecting from one of the dropdown fields will automatically perform the search. As you make selections from the other dropdowns, the search will refresh and display requests from the additional search qualifications you have selected. To start a new search, click on the New Search button again.
  - If you perform a search on a field that does not have a dropdown, you will need to hit enter after typing in the word to search for. This search will return all variations of what was entered. Example: if you enter the word “the”, it will return all variations (the, there, their, other, etc...)
  - You can also perform a single request search by entering a partial or full request number in the Case ID+ field. This will also bring up all variations of the number entered.

Service Desk Requests

Change Requests

0 entries returned \* 0 entries matched

Defined Searches

Case ID+	Requester Name+	Category	Status	Create Time	Resolved Time	Summary

1

New Search

Request Details

Case ID+

Status

(Clear)

Case Type

(Clear)

Requester Name

Category

Pending

(Clear)

Source

(Clear)

Requester Login

Type

Priority

(Clear)

Closure Code

(Clear)

Phone

Org

Item

Summary

...

Site

Description

...

Work Log

...

Solution Summary

...

Department

Create Date

...

>

<

Resolved

...




Caller Login

Caller Name

Caller Phone



## SEARCH OPTIONS – DATE SEARCH FUNCTION (SERVICE DESK REQUEST ONLY)

- If you perform a Date Search function, click on the text editor  located on the right of the field. A calendar will appear allowing you to select a date and time. Click okay and the date and time will be entered in the field. By clicking on the  , you can search for requests either before or after the date entered.

Service Desk Requests

0 entries returned \* 0 entries matched Defined Searches

Case ID+	Requester Name+	Category	Status	Create Time	Resolved Time	Summary
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Create Date - Microsoft Internet Explorer

<< < September 2006 > >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Time  
12:00:00 AM

New Search

Case ID+

Category

Type




Item

Description

Work Log

Solution

Summary

Create Date    Resolved

Requester / Caller information

Requester Name

Requester Login

Phone  Org

Site

Department

Caller Login

Caller Name

Caller Phone

## REQUEST DETAILS – PRINTING OUT A REQUEST (EXTERNAL CLIENTS)

- Click on the request you want to print and then click on the Request Details button.

Service Desk Requests Change Requests

25 entries returned \* 25 entries matched

Defined Searches My Open Service Desk Requests

Case ID+	Requester Name+	Category	Status	Create Time	Resolved Time	Summary
HD0000000243276	Stacy Fong	Hardware Network	Assigned	5/24/06 8:18:51 AM		test
HD0000000243286	Stacy Fong	Hardware Network	Assigned	5/28/06 9:15:47 AM		tes test
HD0000000243330	Stacy Fong	Apps Other	Assigned	6/6/06 11:45:42 AM		test test
HD0000000243331	Stacy Fong	Apps Win OS (Server)	Work In Progress	6/6/06 12:42:00 PM		TESTING MID-TIER
HD0000000243370	Stacy Fong	DEC1	Assigned	6/13/06 7:21:39 AM		test
HD0000000243373	Stacy Fong	Apps Win OS (PC)	Assigned	6/13/06 10:29:13 AM		test
HD0000000243374	Stacy Fong	Citrix Services	Assigned	6/13/06 10:30:01 AM		test2
HD0000000243375	Stacy Fong	DEC1	Assigned	6/13/06 10:31:01 AM		test3
HD0000000243376	Stacy Fong	Default	Work In Progress	6/13/06 10:32:22 AM		test4
HD0000000243377	Stacy Fong	Default	Work In Progress	6/13/06 10:33:17 AM		test5
HD0000000243380	Stacy Fong	DEC1	Assigned	6/15/06 6:59:43 AM		test2

New Search Request Details

Case ID+ HD0000000243331 Status Work In Prog Case Type Problem

Category Apps Win OS (Serve Pending (Clear) Source Web

Type Remedy Priority Low Closure Code (Clear)

Item Other Summary TESTING MID-TIER

Description TESTING MID-TIER TEST

Work Log 6/12/06 2:52:30 PM Stacy Fongx6/12/06 2:52:13 PM Stacy Fongx6/12/06 10:37:25 AM St

Solution Summary

Create Date 6/6/06 12:42:00 PM Resolved

Requester / Caller information

Requester Name Stacy Fong

Requester Login Stacy Fong

Phone (916) 464-4311 Org DTS

Site 3101 Gold Camp Drive

Department

Caller Login Mickey Mouse

Caller Name Mickey Mouse

Caller Phone 1234567

- The following form will be displayed.

Case ID+ HD0000000505840 Category Circuit Status Assigned

Network ID test Type Other (Voice) Pending (Clear)

Item Malfunction Closure Code (Clear)

Summary test test

General Activity Requester Information Solutions

Case Log Work Log

Time Spent Resolving Case (minutes) 0

Time Information

Arrival Time 9/15/06 9:59:22 AM Assigned 9/15/06 9:59:22 AM Resolved

Submitted By Linda Pratt Last-modified-by Linda Pratt Modified Time 9/15/06 9:59:22 AM

Submitter Org DMV Created By Linda Pratt Create Date 9/15/06 9:59:22 AM

Print Request Close

## REQUEST DETAILS – PRINTING OUT A REQUEST (EXTERNAL CLIENTS)

- To print a request, click on the Print Request button. This will display the entire request, including entries in the Worklog. Click on File and then Print.

Case ID# HD0000000505840

Category Circuit

Status Assigned

Network ID test

Type Other (Voice)

Pending (Clear)

Item Malfunction

Closure Code (Clear)

Summary test test

General

Activity

Requester Information

Solutions

Case Log

Work Log

Time Spent Resolving Case (minutes) 0

Resolved

Modified Time 9/15/06 9:59:22 AM

Create Date 9/15/06 9:59:22 AM

Print Request

Close

Ticket # HD0000000505840

Full Name Linda Pratt

Phone 916-657-7268

Office

Organization+ DTS

Region

Site

Department

Division

Description test test mid-tier

Priority Low

Urgency Low

Category Circuit

Type Other (Voice)

Item Malfunction

Network ID

Assigned Group Service Desk

Create Date 9/15/06 9:59:22 AM

Resolved Date

Status Assigned

Pending

Work Log Linda Pratt 9/15/06 9:59:22 AM  
Email address: Todd Pastorski@dts.ca.

http://ms-cal-tstrmweb/arsys/

File

Edit

View

Favorites

To

New

Open... Ctrl+O

Edit

Save Ctrl+S

Save As...

Page Setup...

Print... Ctrl+P

Print Preview...

Send

Import and Export...

Properties

Work Offline

Close

## REQUEST DETAILS – MODIFYING / PRINTING (IN-HOUSE DTS STAFF ONLY)

- Click on the request you want to modify or print and then click on the Request Details button.

Service Desk Requests Change Requests

25 entries returned \* 25 entries matched

Defined Searches My Open Service Desk Requests

Case ID+	Requester Name+	Category	Status	Create Time	Resolved Time	Summary
HD0000000243276	Stacy Fong	Hardware Network	Assigned	5/24/06 8:18:51 AM		test
HD0000000243286	Stacy Fong	Hardware Network	Assigned	5/28/06 9:15:47 AM		tes test
HD0000000243330	Stacy Fong	Apps Other	Assigned	6/6/06 11:45:42 AM		test test
HD0000000243331	Stacy Fong	Apps Win OS (Server)	Work In Progress	6/6/06 12:42:00 PM		TESTING MID-TIER
HD0000000243370	Stacy Fong	DEC1	Assigned	6/13/06 7:21:39 AM		test
HD0000000243373	Stacy Fong	Apps Win OS (PC)	Assigned	6/13/06 10:29:13 AM		test
HD0000000243374	Stacy Fong	Citrix Services	Assigned	6/13/06 10:30:01 AM		test2
HD0000000243375	Stacy Fong	DEC1	Assigned	6/13/06 10:31:01 AM		test3
HD0000000243376	Stacy Fong	Default	Work In Progress	6/13/06 10:32:22 AM		test4
HD0000000243377	Stacy Fong	Default	Work In Progress	6/13/06 10:33:17 AM		test5
HD0000000243380	Stacy Fong	DEC1	Assigned	6/15/06 6:59:43 AM		test2

New Search Request Details

Case ID+ HD0000000243331 Status Work In Prog Case Type Problem Requester Name Stacy Fong

Category Apps Win OS (Serve Pending (Clear) Source Web Requester Login Stacy Fong

... - Requester / Caller information - ...

- The following form will be displayed.

Category Hardware Network Closure Code (Clear) Status Work In Progress

Type CONTROLLER Escalated? No Pending (Clear)

Item Other Network ID ASDFGASDFG

Summary Testing new

General Activity Requester Information Duplicates Solutions SLAs Related Items Problem Management Vendor

Case Log

Work Log

Event Date

Event Time

Time Spent Resolving Case

Time Spent (min) 0 Start Time Start Clock Total Time Spent (min) 0

Stop Clock

Assignment

Group+ Service Desk

Individual+

Assignment History

Time Information

Arrival Time 9/13/06 8:33:58 AM Assigned 9/13/06 8:33:58 AM Resolved

Submitted By Stacy Fong Last-modified-by Stacy Fong Modified Time 9/15/06 10:36:10 AM

Submitter Org DTS Created By Stacy Fong Create Date 9/13/06 8:33:58 AM

Print Request Modify Close

## REQUEST DETAILS – MODIFYING / PRINTING (IN-HOUSE DTS STAFF ONLY)

- If you need to update a request.
  - Make the necessary changes to the request.
  - Update the Worklog.
  - Click on the Modify button.
- If you need to print out a request, please follow the print procedure on page 18.

<b>Category</b>	Hardware Network	<b>Closure Code</b>	(Clear)	<b>Status</b>	Work In Progress
<b>Type</b>	CONTROLLER	<b>Escalated?</b>	No	<b>Pending</b>	(Clear)
<b>Item</b>	Other	<b>Network ID</b>	ASDFGASDFG		
<b>Summary</b>	Testing new				

General	<b>Activity</b>	Requester Information	Duplicates	Solutions	SLAs	Related Items	Problem Management	Vendor
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Case Log		Event Date	
Work Log		Event Time	

Time Spent Resolving Case			
Time Spent (min)	0	Start Time	
		Start Clock	Total Time Spent (min)
		Stop Clock	0

Assignment		Assignment History
Group+	Service Desk	
Individual+		

Time Information			
Arrival Time	9/13/06 8:33:58 AM	Assigned	9/13/06 8:33:58 AM
Submitted By	Stacy Fong	Last modified by	Stacy Fong
Submitter Org	DTS	Created By	Stacy Fong
		Resolved	
		Modified Time	9/15/06 10:36:10 AM
		Create Date	9/13/06 8:33:58 AM

Print Request	Modify	Close
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